

Performance Measure	Performance Threshold
<p>Timely Disposition of Applications</p> <p>All applications will be dispositioned by the Contractor within 30 calendar days of application date</p> <p>AHCCCSA shall calculate performance as it relates to disposition of the applications using the data contained in ACE</p>	<p>Monthly average of 95% timeliness</p>
<p>AHCCCS application timeliness measurements:</p> <p>The KidsCare office is rapidly recovering from a difficult year. Timeliness was adversely impacted over the last 9 months for the following reasons:</p> <ul style="list-style-type: none"> • Loss of productivity following the implementation of a new system • Staff turnover of 34% • 34% of staff are on original probation • Unusual influx of applications • Implementation of new household premium required that all HIFA parent cases be moved from the old system to the new system by 12/06 to correctly calculate the premium. 	<p>90.6% average timeliness as of June 2007</p>
<p>Timely Disposition of Renewals</p> <p>All renewals will be dispositioned by the Contractor within 30 calendar days of the receipt date</p> <p>AHCCCSA shall calculate performance as it relates to disposition of the applications using the data contained in ACE.</p>	<p>Monthly average of 95% timeliness</p>
<p>AHCCCS renewal timeliness measurements</p> <p>Staff are in the process of moving data from the old system to the new system and cannot calculate renewal timeliness</p>	<p>Unavailable</p>
<p>Accuracy of Eligibility Determination</p> <p>The Contractor's eligibility determination error rate shall not exceed 3%.</p> <p>AHCCCSA shall calculate eligibility determination accuracy by conducting a statistically valid review of the Contractor's eligibility files (initial and renewals) to determine the accuracy rate.</p>	<p>Average of 97% accuracy per quarter</p>
<p>AHCCCS accuracy of eligibility determination</p>	<p>91% as of 4/4/07</p>

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<p>Accessibility of Customer Service Line</p> <ul style="list-style-type: none"> ▪ <u>Wait Time</u>: The time it takes when a call enters the Contractors' queue to the time when the call is answered shall be no longer than 1 minute. ▪ <u>Call Abandonment Rate</u>: The Contractor shall maintain a call abandonment rate that is less than 5.0% that is determined as the percentage of calls that were queued and either hung up before they were presented to the appropriate person or hung up before the appropriate person could answer the ringing call. 	<p>Monthly average answer time of 1 minute</p> <p>Monthly 5.0% call abandonment rate</p>
<p>AHCCCS accessibility of customer service line:</p>	<p>Average speed of answer: 19 seconds</p> <p>Average wait time: 1:20</p> <p>Monthly 1.7% call abandonment rate</p> <p>April 1 – June 30, 2007</p>
<p>Accuracy of Customer Service Response</p> <p>The Contractor's customer service responses will be accurate at least 97% of the time.</p> <p>The Contractor shall monitor an agreed upon number of customer calls each month and determine the percentage of error free calls.</p>	<p>Monthly 97% of monitored calls are error free.</p>
<p>AHCCCS accuracy of customer service response</p>	<p>97%</p>